

Learning Assistance Center

MEMORANDUM

To: All Faculty

From: Tom Vitzelio, Director, Academic Support and Achievement Center
Meghan Chen, Ph.D., Dean of Library and Learning Resources

Date: January 7, 2019

RE: Testing Services Procedures & Guidelines

The Academic Support & Achievement Center (ASAC, Bldg. 6 Room 101) monitors make-up exams for on-campus and hybrid courses. Please note the following guidelines:

- Monitoring of exams in Testing Services is ***only*** for ***individual*** students who miss an exam that was scheduled in class. *Testing Services' 18-seat capacity cannot accommodate entire classes that need to take an exam.*
- For assistance in giving a test to an entire on-campus or hybrid class, or other group of students, please contact your department chair or Division office to make arrangements to give the test at a separate time and location.
- If a student needs to finish or re-take an exam, please make individual arrangements with the student to schedule an exam time at a separate time and location.
- If you have multiple exams that will be monitored by Testing Services, students are responsible for knowing which of your exams they are required to take. Unless specified on the protocol sheet, Testing Services staff has no way of knowing which test individual students need to take.
- For assistance with students who need accommodations for disabilities, including temporary disabilities, please contact [Accessibility Resource Centers for Students](#) (formerly Disabled Student Programs and Services (DSP&S)) at x4290.
- Tests that are taken in Testing Services must be part of an on-campus or hybrid Mt. SAC course. Testing Services does not accept outside tests for non-Mt. SAC students.
- Only authorized ASAC classified staff or faculty issue or receive tests.
- Testing Services is for the storage and monitoring of exams only, not for homework or other assignments. Please make separate arrangements if students have to drop off course work.
- Exams are *not* delivered once they are complete. Instructors are responsible for exam drop-off and pick-up.

Staff perform multiple duties in the ASAC, so they cannot be expected to provide constant monitoring.

- Students may have to wait to take their exams, especially those who wait until the last minute.
- Tests **will not be started** after the stated time. Faculty may want to include Testing Services hours and advice about time management in your syllabus or class website for your students' reference.
- Students **will not be allowed** to take a test if the amount of time allowed for the test is not available. For example, a student would not be able to take a test with an allotted time of hours would not be able to take it if the student arrived an hour before Testing Services closes.

Please note the following hours for Testing in Winter 2019:

Monday-Thursday: 8:00 am to 7:00 pm (**last test given out at 6:00 pm**)

- Students must show a photo ID to take a test.
- Staff will monitor students taking tests until closing time.
- During peak exam periods, students should expect waiting times of 15-60 minutes.
- To ensure maximum and equal access for students to use Testing Services, students taking two or more exams on the same day will be expected to wait their turn after each exam.

To administer exams on your behalf, we follow your instructions and requirements exactly. Therefore, the following procedures for faculty apply:

1. **Please print your name, the course name and number, and the semester on each exam as you would on your syllabus.** Doing so also helps avoid misfiling, because instructors have similar-looking tests.
2. **Complete a Test Protocol Form.** Test Protocol Forms are available at the ASAC Testing Services counter or online at <http://asac.mtsac.edu> under Testing Services, as "Instructor Form for Written Exams". On the form, indicate your specifications for each exam, including the amount of time allowed for the exam(s), the range of dates for each exam, whether the exam is open or closed book, scantron or blue book, whether the exam is to be written on, etc. *If you give updated instructions to your students, please contact Testing Services staff to let us know of any changes. If we only have your original instructions, those are the instructions we will follow.*
3. **Leave exams at Testing Services (6-101) in person and sign the sheet verifying that you have dropped off a test.** Tests may be sent with the student

who will take the exam or via a student worker if the tests are in a sealed envelope accompanied by a Test Protocol Form.

- To ensure academic honesty, the ASAC does not accept or return tests via fax or email.
- The ASAC does not mail completed exams to faculty. The staff cannot assume responsibility for delays or loss of exams by mail.
- If the exam is to be written on, leave one exam for each student.
- If the exam is to be taken with a scantron, leave a maximum of 10 copies.

4. **Pick up exams from the ASAC when they have been completed.** Faculty picking up tests will be asked to sign for their tests.

To make the testing environment appropriate for test-taking, the college's student disciplinary policy will be applied to any disruptive students. Therefore, disruptive students will be asked to leave, and their testing privileges with ASAC may be revoked.

If you have any questions or would like information about ASAC, please contact ASAC at extension 4300 or 5669, email tvitzelio@mtsac.edu or view our website at <http://asac.mtsac.edu/>.

We appreciate your cooperation and support.